APS Healthcare, Inc. – West Virginia

APS CareConnection®

for Socially Necessary Services

https://careconnectionwv.apshealthcare.com

Web Application User's Manual

October 2005 Version 1.2

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*See the APS Response File Manual for specific information about where to find response files on the APS CareConnection® for Socially Necessary Services web application.

I. Overview/Technical Requirements

Overview

The APS CareConnection® for Socially Necessary Services Web Application will allow users to submit APS CareConnection® Requests for Service/Prior Authorizations. In addition, the application will allow a user to retrieve the response files generated by APS processes.

Technical Requirements

1. You must have a computer with Internet access. The registration program supports only Internet Explorer (IE) 5.0 and higher. If you wish to print any forms out, you must also be connected to a printer.

2. If you are experiencing difficulties logging on or using the program, please do the following:
   - Check to confirm that your browser's security settings are set to 128-bit encryption. This can be done in your Microsoft Internet Explorer session by clicking "Help" and then click "About Internet Explorer." The resulting display will specify the "Version" of Internet Explorer you are running, along with the encryption specification in terms of "Cipher Strength".
   - Upgrade your browser to Internet Explorer 5.0 or higher
     - ✓ Warning: you must have Windows 98 or higher.
     - ✓ To download a free upgrade of IE visit http://www.microsoft.com/windows/ie/downloads/ie6/default.asp
   - Reset your Internet security to Medium
     - ✓ Right Click on your IE icon
     - ✓ Choose "Properties"
     - ✓ Select the "Securities" tab
     - ✓ Click "Default" level.

This application follows Health Care Financing Administration (HCFA) security regulations and will comply with Health Insurance Portability and Accountability Act (HIPAA) regulations. Consequently, there are multiple levels of security. For more information on the security of this online application, please contact APS Healthcare, Inc. at 304-343-9663.

While using the APS CareConnection® website, it is very important that you not use your browser's BACK button to navigate. Instead, you should rely only on the navigation links provided by the website.

II. The Login Process

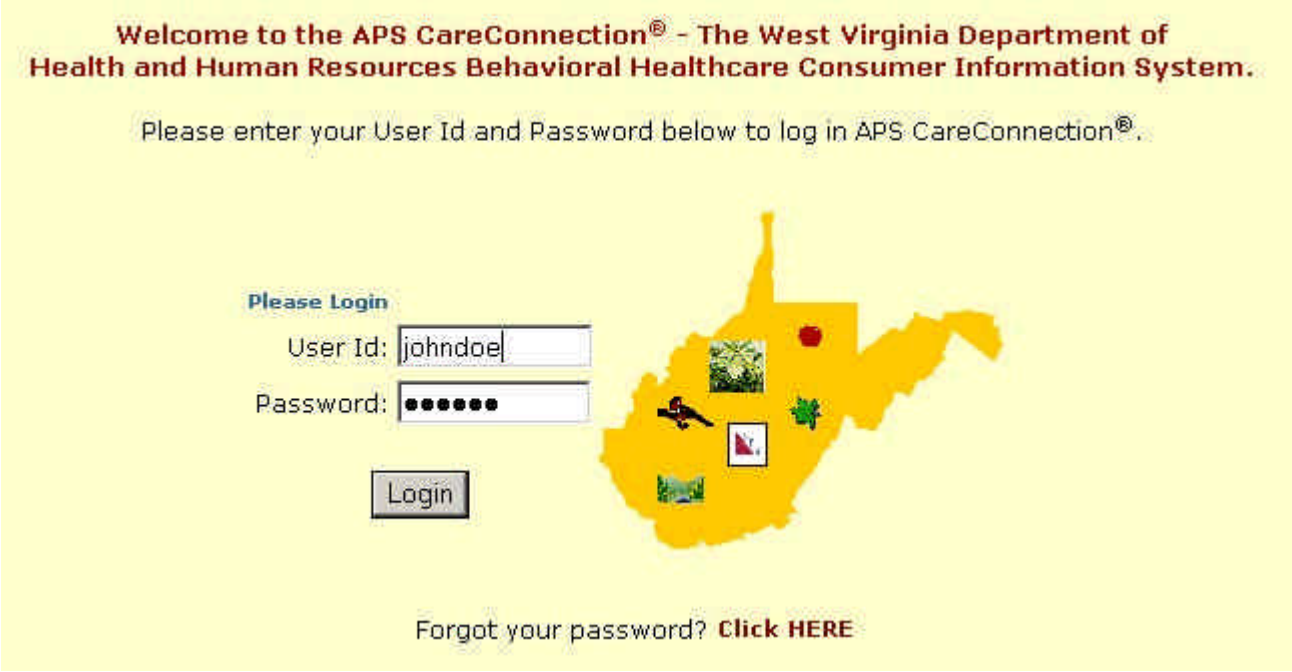
Welcome to the APS CareConnection® - The West Virginia Department of Health and Human Resources Behavioral Healthcare Consumer Information System.
Please enter your User Id and Password below to log in APS CareConnection®.
Please Login
User Id: johndoe
Password:
Login
Forgot your password? Click HERE

Figure 2.1

1. Go to the APS CareConnection® website at https://careconnectionwv.apshealthcare.com
2. Enter your **User ID** and **Password,** then click ***Login*** button**.** Note that the User ID and Password are case sensitive.
3. **If this is your first time logging onto APS CareConnection®**, please use the temporary password issued to you by APS Healthcare. If you have not received a temporary password, please contact APS Healthcare at 304-343-9663. The initial password provided to you is a temporary password. The first time you visit APS CareConnection®, the system will tell you that your password has expired and will prompt you to change your password.
4. **NOTE:** User IDs and Passwords are assigned to individuals. Those individuals will be held responsible for any action taken by that user ID. For this reason, it is strongly encouraged that user IDs not be shared. To add additional web users to your agency, an APS Web User Request Form can be obtained by calling (304) 343-9663.

If you enter incorrect login information three times in a row, you will be locked out and you will see a message informing you of that fact (see figure 2.3). If this occurs, contact APS Healthcare at (304) 343-9663 during normal business hours to have your user account unlocked. It is recommended to use the "**Forgot your password? Click HERE**" link prior to your third failed attempt to login.

Your User Account Has Been Locked Due to Three Consecutive Login Failures.
Please Contact APS Healthcare - West Virginia at 304-343-9663

Figure 2.3

Changing Your Password

To change your password, once you log into the system you will see these menu items.

Figure 2.4

If you hold your mouse over the arrow in front of "Options", you will see the menu in figure 2.5. Click "Change Password".

Figure 2.5

During the Change Password process, you are asked to type your old password, choose a new password, and confirm the new password by typing it again.

Change Password
You can change your user password below. After you change your password successfully, you will log on to the system using the new password.
Old Password:
New Password:
Confirm New Password:
Submit
Cancel

Figure 2.6

If your password is changed successfully then you will see a message box informing you of that fact, as seen in figure 2.7.

Figure 2.7

If your password did not change successfully then you will see a screen like this one, with a message explaining why the failure occurred. (In this case, the failure occurred because the new password was too short.)

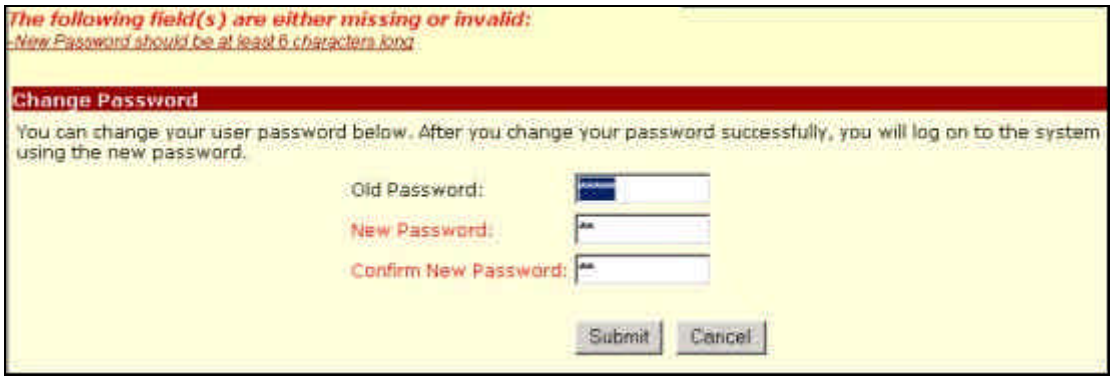
The following field(s) are either missing or invalid:
-New Password should be at least 6 characters long
Change Password
You can change your user password below. After you change your password successfully, you will log on to the system using the new password.
Old Password:
New Password:
Confirm New Password:
Submit
Cancel

Figure 2.8

Password Convention

- Users' passwords must contain at least one numeric digit (1, 2, 3, 4, 5, 6, 7, 8, 9, 0)
- The password cannot be less than six (6) characters or more than ten (10) characters in length.
- The user's actual login name cannot be contained within the password as a string. (e.g. if your login name is `joeuser2`, then your password cannot be `joeuser2`, `joeuser2iam`, `iamjoeuser2`, or `imjoeuser23`

Expiring Passwords

To enhance security, your APS CareConnection® login password is set to expire every forty-five days, whether you log onto the Web application or not. During the login process, you may see a message window advising that your password has expired. This message box gives you the option to change your password immediately, or you can click the Cancel button to exit Behavioral APS CareConnection®.

If your login has expired, you will see the message shown in figure 2.9.

Figure 2.9

Three days before your user password will expire, a message will appear when you log in, notifying you that the password will soon expire. By clicking "OK", you will be taken to the change password screen automatically.

For security reasons, when there has been no user activity for fifteen minutes or more, the log in session will be automatically closed (timed out) by the system. User activity is any activity that requires a connection with the APS database server. This includes saving data, searching the data files, or retrieving data to view. It does not include typing data into the web forms or the actual time spent reading/viewing data.

Figure 2.10

It is considered extremely important that data is saved periodically as it is being entered, because any unsaved data will be lost if your session times out.

Figure 2.11

Additionally, if you have not logged on to your account for more than 45 days, your account will be locked due to inactivity. If a valid UserID and Password has been entered, the user will be directed to a security screen for entering data to validate the user's identity. Upon entering data which matches the information APS-WV has on file, the user will receive instructions by email for resetting their account.

III. Searching

After logging on, the first screen that will appear is the search screen. This screen will allow users to search for and view consumer records that have already been entered into the system. Providers may search the APS database only for consumer records previously created by an authorized user associated with that provider.

1. Begin your consumer search by first selecting the correct data set by clicking on the appropriate radio button ◉ at the top of the screen. Figure 3.1 below depicts selecting the Social CareConnection data set. (Note: If you or your agency provide Socially Necessary services only, you will only see "Social CareConnection" at the top of the screen and will not need to explicitly select it)

Figure 3.1

2. You may search for existing records in a variety of ways. If you want to display records for all of the consumers (clients) you have entered so far, simply click the Search button (depicted at the bottom of Figure 3.1) without entering any data into the search fields. The results of your search will be shown with up to ten records per page and may consist of multiple pages. However, if you want to find a specific consumer (client), you may fill in the "Consumer First Name" and "Consumer Last Name" and then click the Search button, displaying records for that consumer name only. You may search for existing records by utilizing any of the search fields depicted in Figure 3.1. Figure 3.2 shows an example of a successful search.

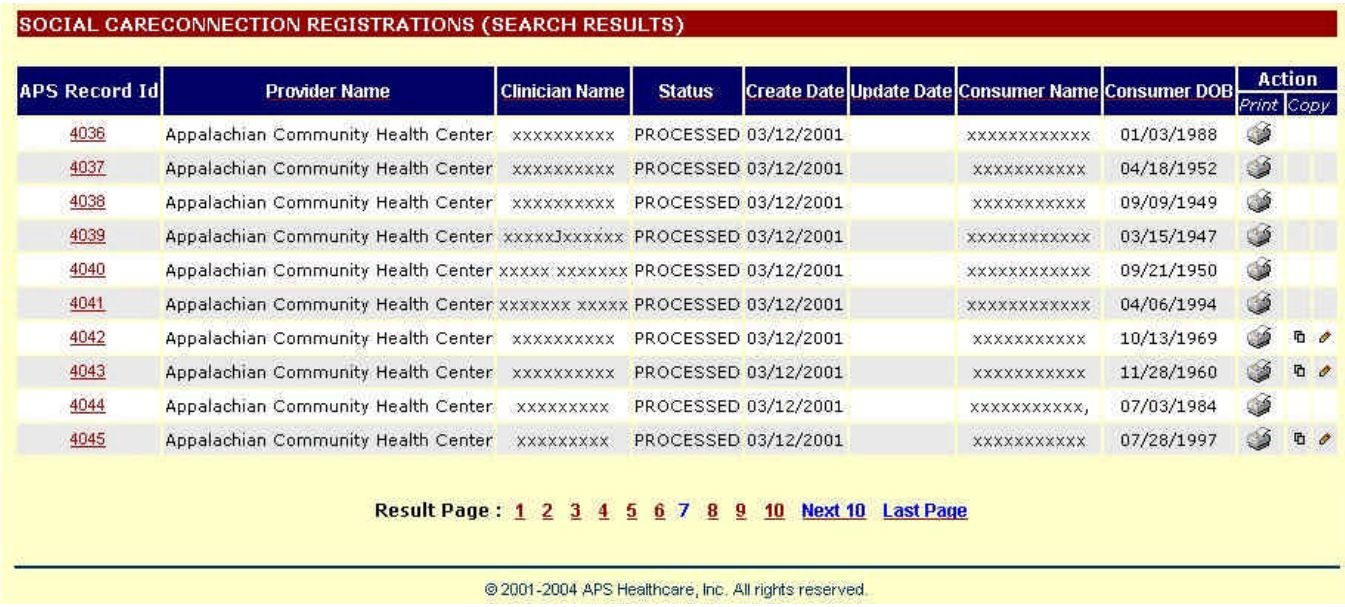
SOCIAL CARECONNECTION REGISTRATIONS (SEARCH RESULTS)
APS Record Id
Provider Name
Clinician Name
Status
Create Date
Update Date
Consumer Name
Consumer DOB
Action
Print
Copy
4036 Appalachian Community Health Center xxxxxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxx 01/03/1988
4037 Appalachian Community Health Center xxxxxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxx 04/18/1952
4038 Appalachian Community Health Center xxxxxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxx 09/09/1949
4039 Appalachian Community Health Center xxxxxJxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxxx 03/15/1947
4040 Appalachian Community Health Center xxxxx xxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxxx 09/21/1950
4041 Appalachian Community Health Center xxxxxxx xxxxx PROCESSED 03/12/2001 xxxxxxxxxxxx 04/06/1994
4042 Appalachian Community Health Center xxxxxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxx 10/13/1969
4043 Appalachian Community Health Center xxxxxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxx 11/28/1960
4044 Appalachian Community Health Center xxxxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxx, 07/03/1984
4045 Appalachian Community Health Center xxxxxxxxx PROCESSED 03/12/2001 xxxxxxxxxxx 07/28/1997
Result Page : 1 2 3 4 5 6 7 8 9 10 Next 10 Last Page
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Figure 3.2

3. Each row shown on the page reflects an individual record. Clicking the APS Record ID will open that record. If the record's status is "SAVED", the record will be opened for editing.

4. Clicking on any of the underlined column headers will sort the list in ascending order based on the information in that column. Below is an explanation of the items found in this table.

Sorting Options

APS Record ID: This is the ID number assigned by the APS system for a specific consumer record entry.
Staff Name: Name of the individual who completed the APS CareConnection® Form.
Status: The current disposition of the consumer record entry, which includes:

NEW: This is a new record that has not yet been completed.
PROCESSED: This record has been completed and processed by APS.
SAVED: This is a record that has been saved, but has not been submitted yet.
SUBMIT: This record has been completed and submitted, but has not yet been processed by APS.

Create Date: This is the date the record was created.
Update Date: The date that the record was last updated.
Consumer Name: Name of the consumer (client) receiving the services
Consumer DOB: The date of birth of the consumer for whom the request was completed.

Actions

From the “Search Results” screen, several functions can be performed. If you need to Re-submit a consumer record to request continuing services or to correct data, use the Copy-for-Update function (overlapping rectangles). To correct a FACTS Client ID, FACTS Provider ID or FACTS Control Number, use the Copy-for-Correction function (pencil). These functions and associated Icons are described below.

Please note the small icons in the right-most column indicating the different potential actions.

The first is the **Print** icon (the small picture of a printer on the left side). Clicking on this icon will take you to a printable version of the record. At the top of this record, you will see two buttons. Clicking the “Print this Report” button will automatically print the full report. Clicking the “<<Back” button will return you to the previous screen.

The second icon is **Copy for Update** represented by two overlapping rectangles. Clicking this icon will create a new APS CareConnection® record for the associated consumer, allowing the user to update relevant data. This pulls forward the client data that is least likely to have changed (demographic information, for example), and opens the same form that is used for new requests, except that some fields are already pre-filled.

The third icon, the small pencil, is **Copy for Correction**. This opens a correction screen that will allow the **FACTS Client ID**, **FACTS Provider ID and/or FACTS Control No** to be corrected on an already authorized service. As you can see in figure 3.4, ***these are the only three fields that can be corrected*** – any other corrections would require all of the data to be submitted again in a new request, which would be best done through the “Copy for Update” feature described above.

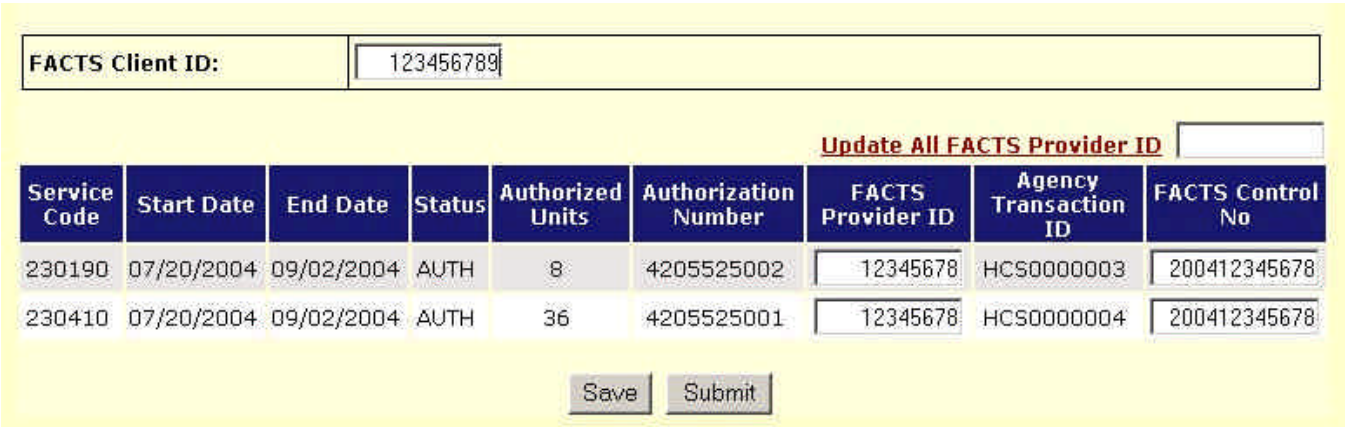


Figure 3.4

If you wish to review service related parameters (e.g. Service Start-Date, End-Date, Authorization Numbers, Care Manager Notes) for an individual consumer which has been submitted and processed, search for that consumer as previously described.
Then, click on the “APS Record ID” (on the left side of the page as depicted in figure 3.5) which will display Page-1 of the APS CareConnection® record.

Figure 3.5

To view service parameters, advance to Page-2 by clicking the “Next>>” button at the top of Page-1 (figure 3.6).

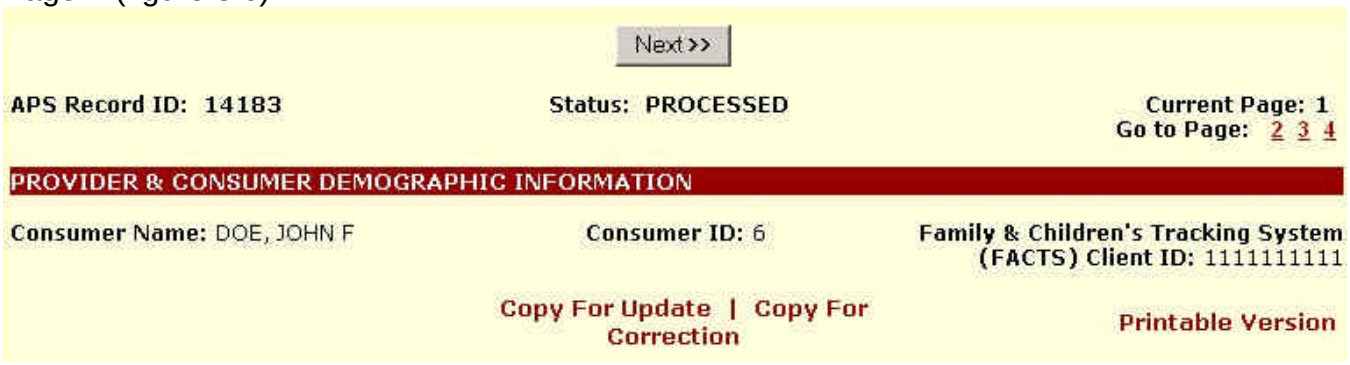

Next>>
APS Record ID: 14183
Status: PROCESSED
Current Page: 1
Go to Page: 2 3 4
PROVIDER & CONSUMER DEMOGRAPHIC INFORMATION
Consumer Name: DOE, JOHN F
Consumer ID: 6
Family & Children's Tracking System (FACTS) Client ID: 1111111111
Copy For Update | Copy For Correction
Printable Version

Figure 3.6

Figure 3.7 depicts the result of clicking the “Notes” icon (bottom-right of figure 3.7) displaying a message box containing instructions from the APS Care Manager. In this example, service code 120310 has been closed (not authorized). The APS Care Manager is identifying what needs to be corrected and to resubmit. This resubmission can be accomplished by closing the “Note” box (by clicking the “X” at the top-right of the box), then returning to Page-1 (by clicking the “1” under “Current Page: 2”) and then clicking the “Copy for Update” link depicted in figure 3.6. (This link is identical to the “Copy for Update” Icon previously described). You can then make the necessary correction(s) and resubmit the service request.

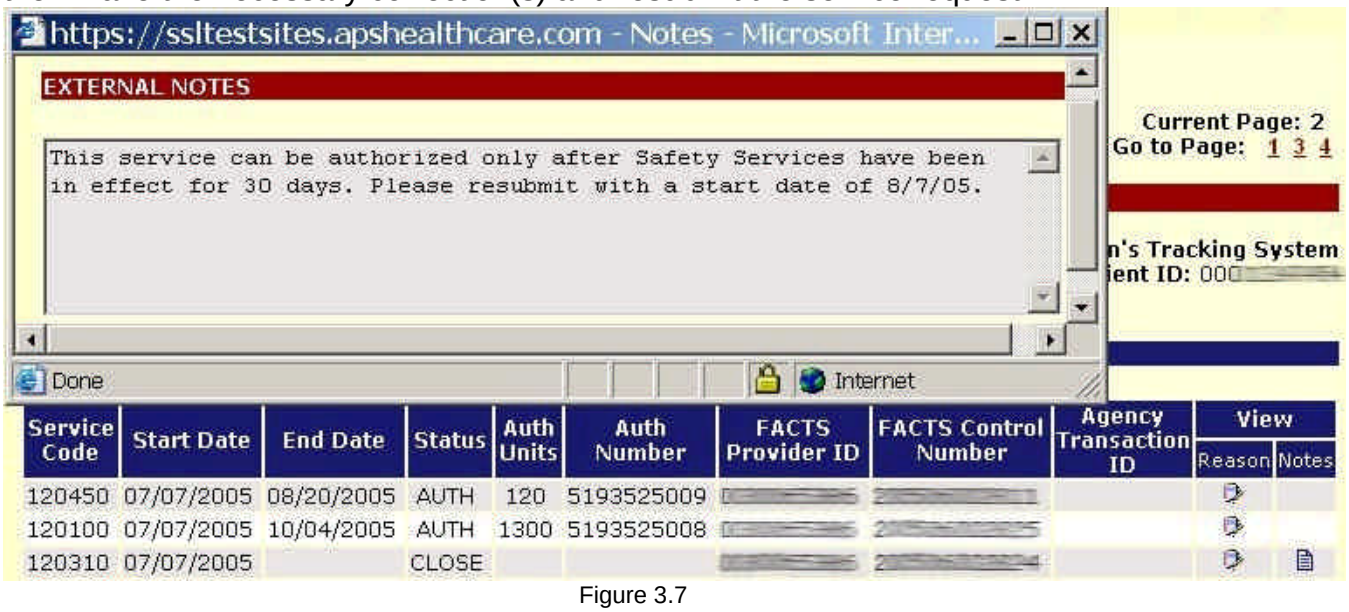


Figure 3.7

IV. Creating a New Record and Entering Data

If there is no existing record to update in the data base, you can create a new request.

Creating a New Record

Clicking the "New Request" link at the top of the screen will bring you to the page illustrated in figure 4.1.1. This page requires that you first search to confirm that there are no previously existing records for this consumer. Even though there are various search fields, simply enter the **Consumer First Name** and **Last Name** in the appropriate fields and click the "Search" button.

SEARCH MEMBER FOR CREATING AN INITIAL REQUEST
Enter data for any field which you want to use to limit the information displayed. If a field is blank then it will not be used to restrict your search.
Medicaid ID:
Consumer ID:
Consumer First Name:
FACTS Client ID:
Date of Birth(mm/dd/yyyy):
Consumer Last Name:
Consumer Middle Name:
Search

Figure 4.1.1

If no records are found, the message shown in figure 4.1.2 will be displayed. Then, enter a Consumer ID and click the link **New Social CareConnection Request**. This will bring up a screen where you will enter the information for this new request.
(Note: The **Consumer ID** is assigned by you, the Provider, must be unique for each consumer and follow that consumer throughout the time that you are providing services to that consumer. The Consumer ID can be a maximum of 11 letters and/or numbers)

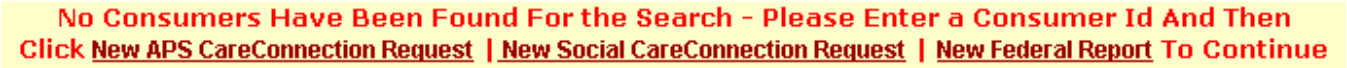
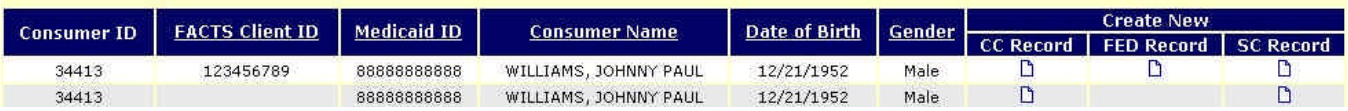

No Consumers Have Been Found For the Search - Please Enter a Consumer Id And Then Click New APS CareConnection Request | New Social CareConnection Request | New Federal Report To Continue

Figure 4.1.2

If records are found, they will be displayed in a table as shown in figure 4.1.3. Clicking the icon under the "SC Record" column will create a new Social CareConnection® for that client.
(Note: If you or your agency provide Socially Necessary services only, you will only see the icon under "SC Record")



Consumer ID	FACTS Client ID	Medicaid ID	Consumer Name	Date of Birth	Gender	Create New		
						CC Record	FED Record	SC Record
34413	123456789	88888888888	WILLIAMS, JOHNNY PAUL	12/21/1952	Male			
34413		88888888888	WILLIAMS, JOHNNY PAUL	12/21/1952	Male			

Figure 4.1.3

Entering Data into a APS CareConnection® for Socially Necessary Services Record

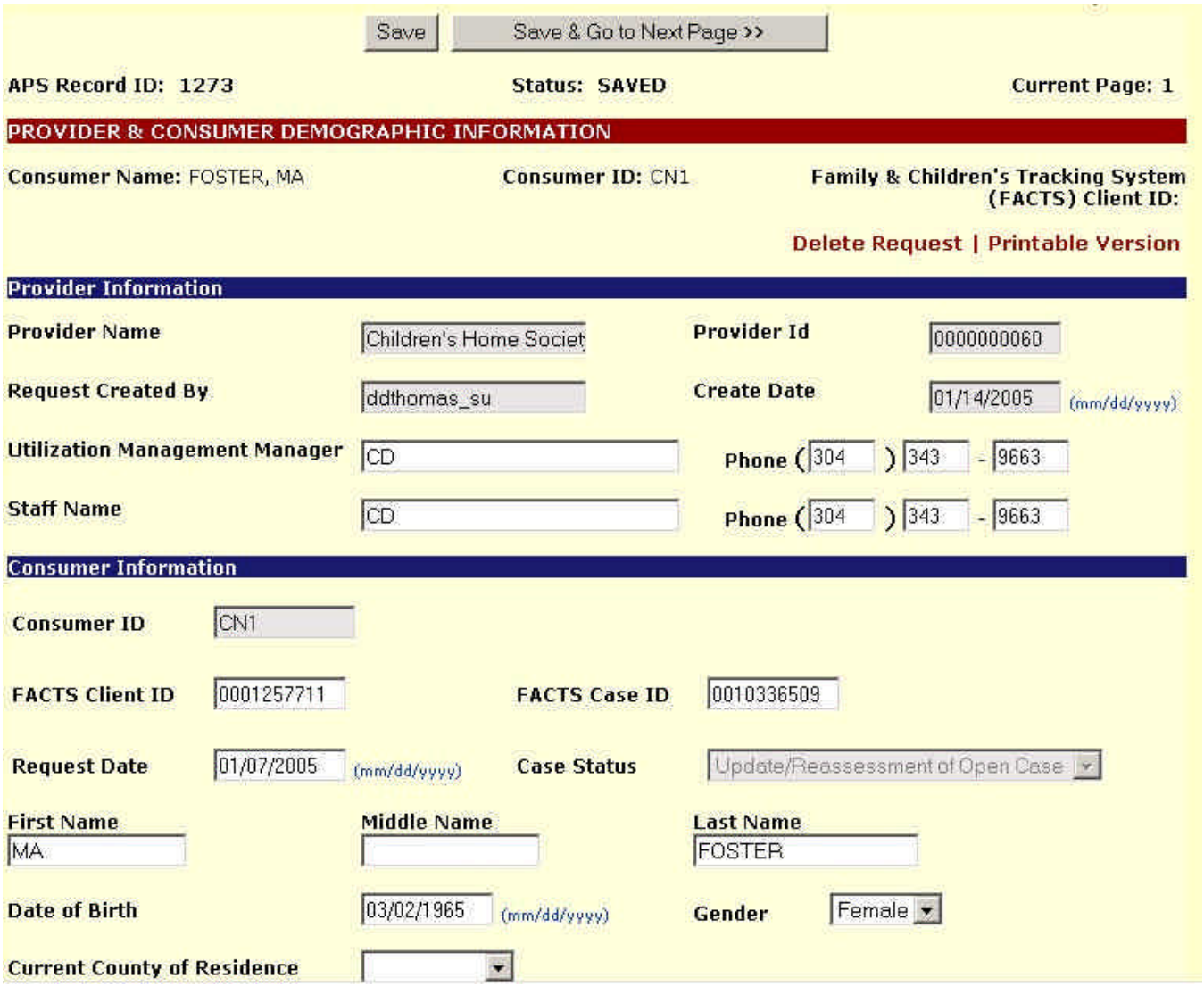


Figure 4.2.3

The first screen for entering data is the Provider and Consumer Demographic Information screen. The Provider Name, Provider Id, and Request Created By fields are tied to the User ID that is used to log into the system. These fields, as well as the Create Date, are automatically filled in by the system, as depicted in figure 4.2.3, and cannot be altered by the web user.

Following the Provider Information section is the Consumer Information section. The Consumer ID field is automatically filled in and is unchangeable by the user at this point. If the consumer ID has been entered incorrectly, it will be necessary to first, delete the existing request, and then create another new request with the correct Consumer ID. (Note: As long as a record is in "Saved" status, the user can delete that record by clicking **Delete Request** found at the top-right of Page 1, as depicted in figure 4.2.3)

Continue filling in the appropriate information in the subsequent sections, as prompted by the data field labels, by simply typing in the relevant data (e.g. Names, Phone numbers, etc) or by clicking on the "arrow" contained in drop-boxes where available, and selecting from the resulting list**.** Make sure that the numbers you enter are exactly the way they appear on the referral form from DHHR. For numbers that do not fill the entire field, enter 0s in the front of the number. For example, if the FACTS Client ID is 998765, enter the number as 0000998765 to fill the entire field.

(Note: For comprehensive definitions to each data field, refer to the "APS CareConnection® for Socially Necessary Services Instructions and Definitions" manual, as it is the intent of this manual to offer instructional guidelines on navigating through each web page and providing helpful hints for any unique data elements)

All dates on the data entry site must be entered in the format mm/dd/**yyyy**. An error will occur if the full four-digit year is not entered. Additionally, for the convenience of the user, date fields will automatically insert the "/" character where appropriate, if you denote month and day in two digits (e.g. enter January as "01" and the "/" will appear).

Please note, if you have not "Saved" on the web site for more than 15 minutes, you will be automatically logged out for security reasons. If there is any question of how long it has been since you last "saved" any information, please try to Save again before you continue entering. When you attempt to save, if you are logged out ("kicked out" of the system), it will take you back to the login page. To avoid an accidental loss of any information you have entered, it is recommended that you save often, especially if you get a phone call, or switch to a different application to read e-mail or perform other job duties.

At the top and bottom of each of the web entry pages, you will see two buttons. The first will be labeled Save, and the second will be labeled Save/Go to Next Page>>, as in figure 4.2.4 below.

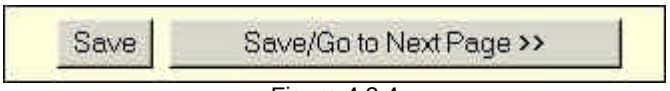


Figure 4.2.4

Periodically, you should click the save button, even if you are not finished with the current page, to ensure that the information that has already been keyed into the system will not be lost.

Upon reaching the bottom of the page, click Save/Go to Next Page>> to continue. If you have failed to fill out any required fields, or made other errors, the system will not allow you to advance to the next page, and will highlight the fields in error with the appropriate error message(s) at the top of the page. Correct these fields, then again click Save/Go to Next Page>>. When all data fields are correct, the web application will advance you to Page 2.

The second page of the web entry is the “Service Details” page as illustrated in figure 4.2.8. This is where you will request the services that you want authorized.

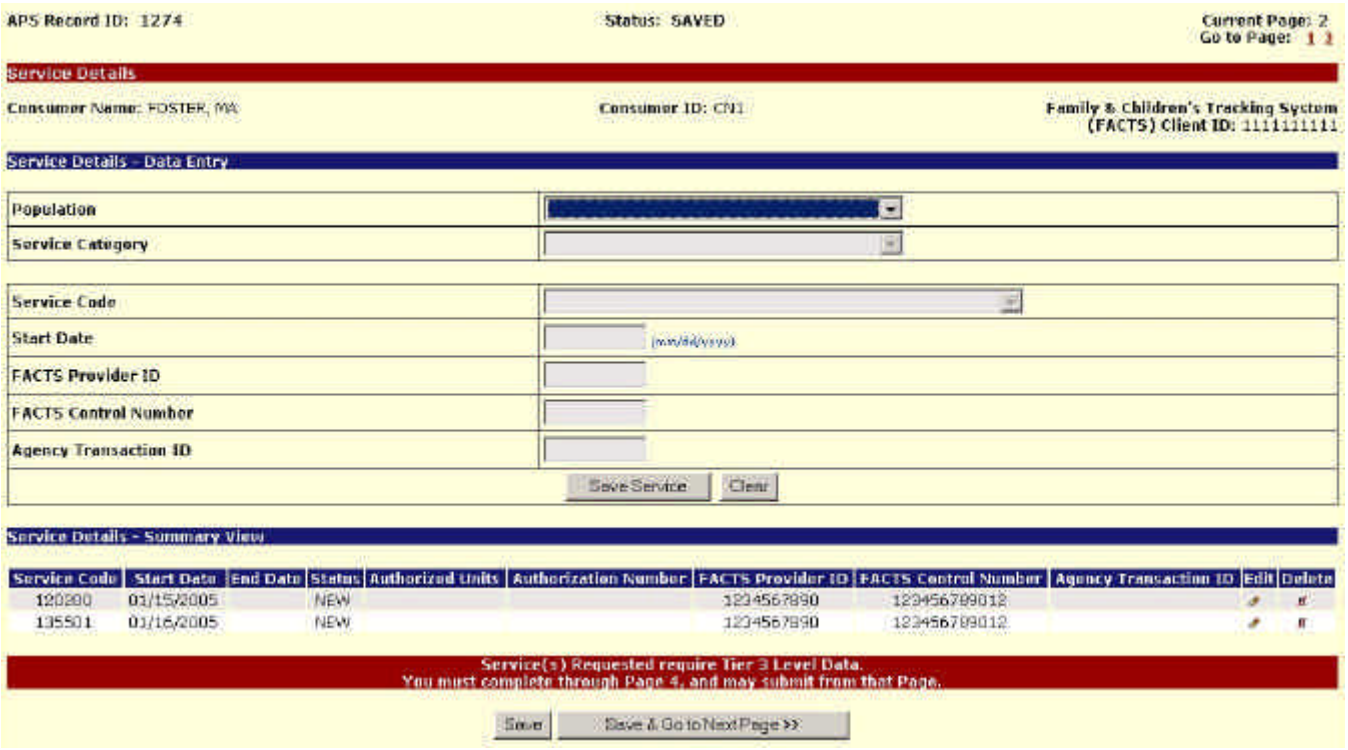


Figure 4.2.8

In this section, specify the desired service(s) and relevant service parameters in the appropriate fields. Following is an example of the field contents for a child who is in a foster home.

Population	Child Protective Services	(click the drop-box arrow for list)
Service Category	Foster Care	(click the drop-box arrow for list)
Service Code	ASO Private Transportation Two	(click the drop-box arrow for list)
Start Date	the date you will begin the service (ex. 01/15/2005)	
FACTS Provider ID	from the DHHR referral form (**do not** put in your APS Provider ID)	
FACTS Control Number	from the DHHR referral form (omit dashes)	
Agency Transaction ID	a number you assign to track this request (optional – can be blank)	

Then click “Save Service”. Upon clicking “Save Service”, the service detail line will appear in a table below the entry form and, simultaneously, the middle section where you entered the data will be cleared. More than one service can be requested at the same time – simply enter the necessary data, and click “Save Service” until all desired services are in the “Summary View”, as depicted in the bottom section of figure 4.2.8.

Note: Clicking the arrow within the Service Code drop-box displays a list of services. The content of this list is conditionally dependent on what you selected within the Population and Service Category fields. Further more, the service(s) you select will dictate the number of web pages required to be completed. This will be explicitly displayed (highlighted in red on your PC web page) in the bottom section of the web page, as illustrated in figure 4.2.8. Following are examples of the possible messages (figures 4.2.9, 4.2.10 and 4.2.11):

Figure 4.2.9

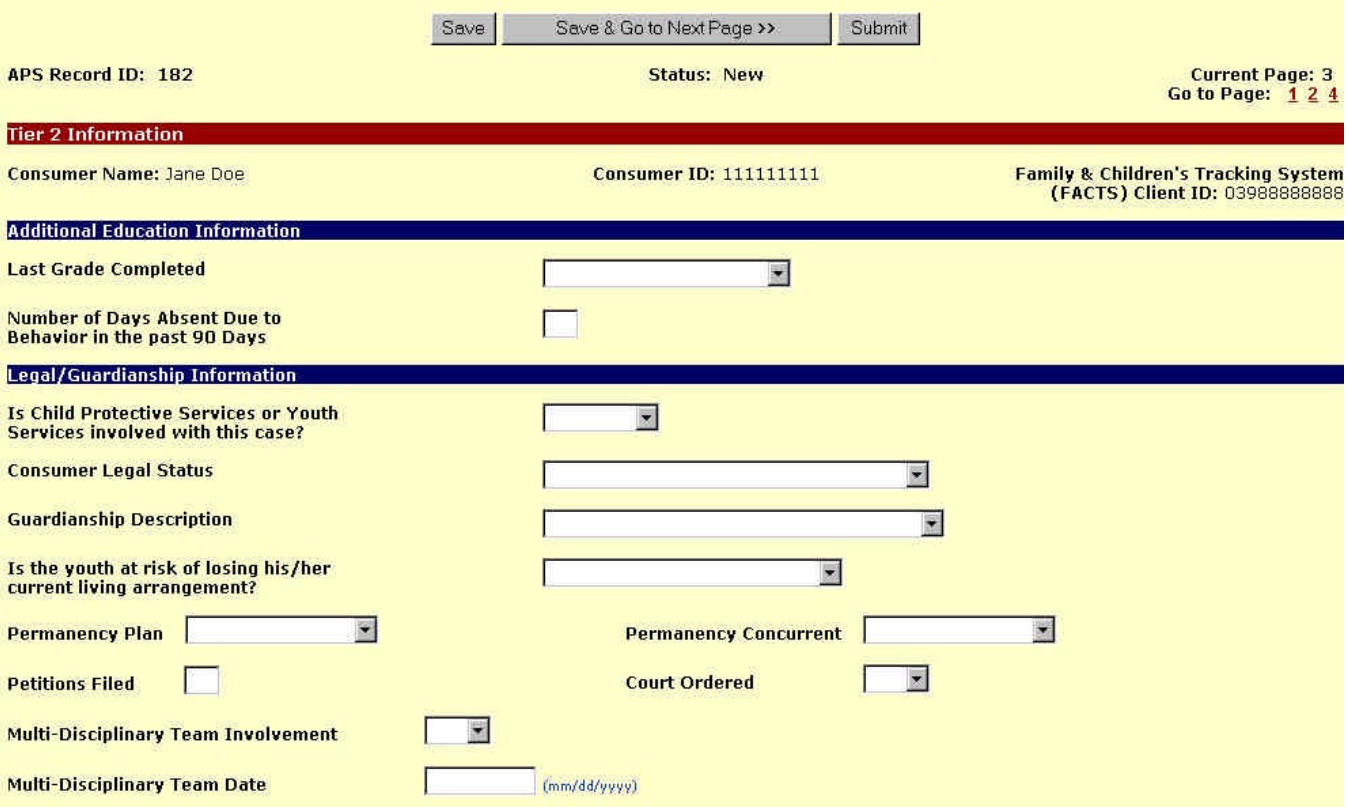
Figure 4.2.10

Figure 4.2.11

If you want to delete any records from the Service Details table, clicking the associated icon in the "delete" column will allow you to delete a record. To change any information in one of the request records, click the associated "pencil" icon under the "Edit" column header which will display the data in the data entry section, correct the data and, once again, click "Save Service". These icons are depicted in Figure 4.2.8 in the bottom right section.

Once all of the desired services are in the table exactly as you want them, click "Submit" or Save/Go to Next Page>>, as instructed in the message.

The third page of the APS CareConnection® for Socially Necessary Services provides data entry for additional consumer data categorized as **Tier 2 Information.** The first half of this page is illustrated in figure 4.3.1.


Save
Save & Go to Next Page >>
Submit
APS Record ID: 182
Status: New
Current Page: 3
Go to Page: 1 2 4
Tier 2 Information
Consumer Name: Jane Doe
Consumer ID: 111111111
Family & Children's Tracking System (FACTS) Client ID: 03988888888
Additional Education Information
Last Grade Completed
Number of Days Absent Due to Behavior in the past 90 Days
Legal/Guardianship Information
Is Child Protective Services or Youth Services involved with this case?
Consumer Legal Status
Guardianship Description
Is the youth at risk of losing his/her current living arrangement?
Permanency Plan
Permanency Concurrent
Petitions Filed
Court Ordered
Multi-Disciplinary Team Involvement
Multi-Disciplinary Team Date
(mm/dd/yyyy)
Figure 4.3.1

Fill in these and subsequent sections on this web page by typing in the appropriate data and utilizing drop-boxes where available as before. Remember to reference the “APS CareConnection® for Socially Necessary Services Instructions and Definitions” manual for comprehensive definitions to each data field.

Notice the Page Navigation keys in the upper right hand corner of the screen illustrated above (Figure 4.3.1). “Current Page” indicates the page you are on. To transfer to another page, simply click the desired page number in the “Go to Page” list (e.g. clicking the “1” would take you directly to Page 1).

If the previous web page (web page 2 - Service Details) contained the message “You must complete through Page 3, and may submit from that page”, then the “Submit” button will exist at the bottom of this web page and you may click it upon completing this page. If, however, the message on page 2 stated to “complete through Page 4”, you will not see the “Submit” button at the bottom of this page and must click Save/Go to Next Page>> to advance to web Page 4.

The fourth and final page of the APS CareConnection® for Socially Necessary Services provides data entry for additional consumer data categorized as **Tier 3 Information.** This page is illustrated in figure 4.4.1.

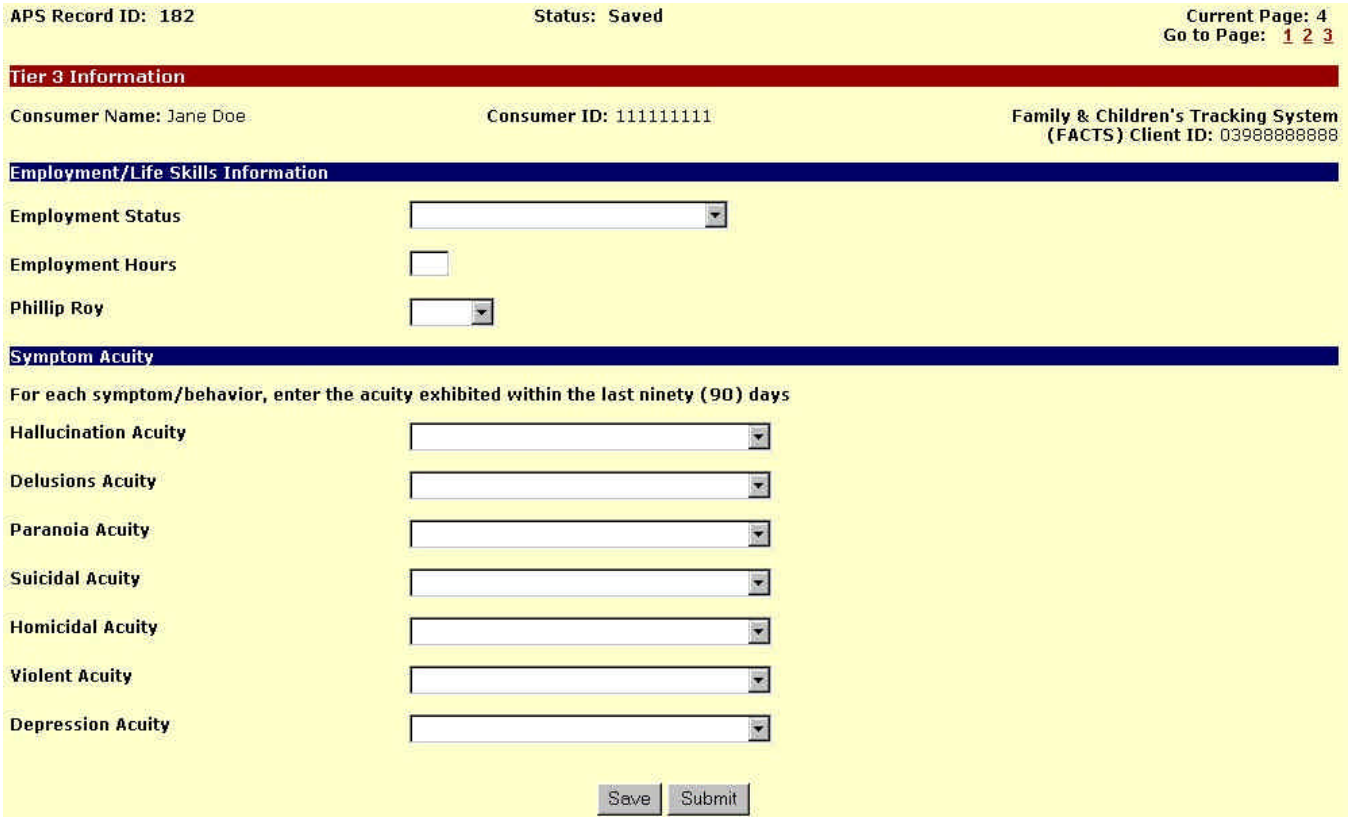


Figure 4.4.1

Fill in these sections on this web page by typing in the appropriate data and utilizing drop-boxes where available as before. Remember to reference the “APS CareConnection® for Socially Necessary Services Instructions and Definitions” manual for comprehensive definitions to each data field.

Upon completing the fields on this page, click the “Submit” button at the bottom of this page to submit the APS CareConnection® for Socially Necessary Services and the associated service requests.

After Submission

After the records have been submitted, a disclaimer reminding you that the authorization of services does not guarantee that claims will be paid appears. This can be seen in Figure 4.5.1

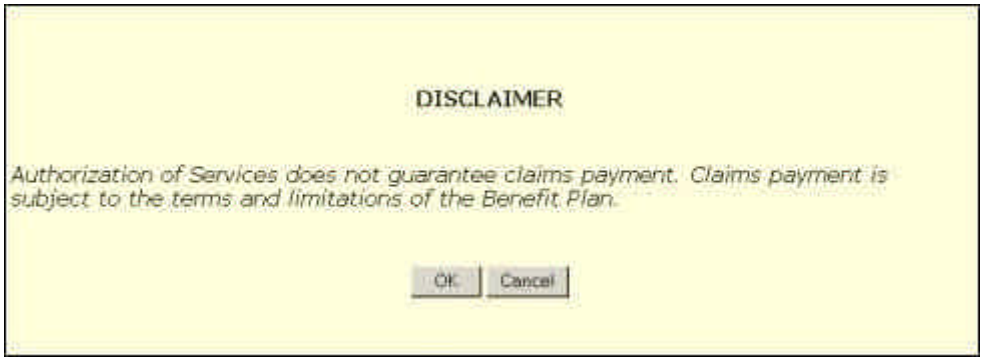

DISCLAIMER
Authorization of Services does not guarantee claims payment. Claims payment is subject to the terms and limitations of the Benefit Plan.
OK
Cancel

Figure 4.5.1

Once the user has agreed that the disclaimer has been read by clicking the "OK" button, a printable version of the record will be made available by clicking the link that reads "View Printable Version of Registration." Clicking OK will allow the user to continue on.

Figure 4.5.2

V. Downloading Data

There are two ways to download data from the APS CareConnection® Web Application. Both of these are accessed by holding your mouse cursor over the "Options" link in the upper right corner of the page, as shown in figure 5.1.1.

Figure 5.1.1

Downloading a Response File

To download a response file, click the "Download File" link. This will take you to the list of new files available to download. Clicking on the link will allow you to save the file to a local computer, or open the file directly.

Figure 5.2.1

Once you have downloaded the file, you can click the checkbox to the left of any file(s) you wish to archive, then click the "Move to Archive Folder" button. This will help to serve as a reminder of which files have already been reviewed, as well as keeping the download file page a manageable size and easy to navigate.

Files can also be downloaded from the archive folder, if you should need to access an older file. You can get to the archive folder by clicking the link that reads "Go To Archive Folder."

More detailed information on the contents of response files can be found in the "APS CareConnection® for Socially Necessary Services Response File" manual.

Downloading a Report

As an available feature, you have the option to download data to your PC or Server. When you click the "Download Report" link, you will be able to download reports on entered data for a span of up to one week.

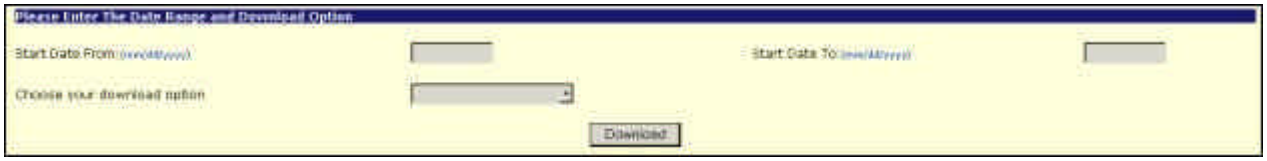


Figure 5.3.1

To download the report, enter a start and end date, and choose the download option. Available downloads are APS CareConnection® Data, PA Request Data, and Federal Reporting Data.

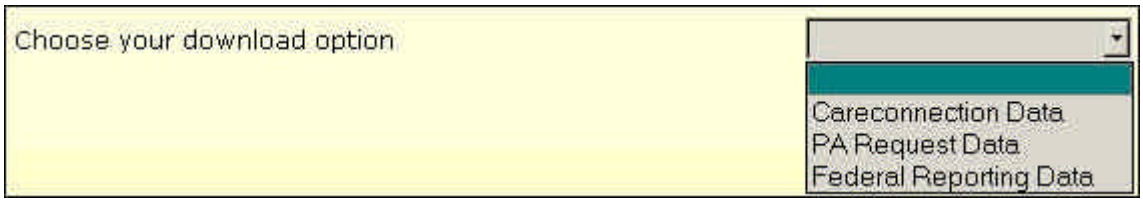


Figure 5.3.2

After the appropriate search dates and download options have been chosen, click the download button. You will then have the choice to open or save a .zip file containing all of the information created in the APS system between the two dates chosen. This .zip file will be password protected using the password you are currently using to open response files.

The files will be named according to the type of data you are downloading. The format of the file will be a pipe-delimited .txt file with the fields in the same order as seen on the data element definition .pdf files found on the APS website at http://www.apshealthcare.com.

VI. Ending your session

When finished, log out by using the Logout button, as shown in Figure 6.1.

Figure 6.1